

CITY OF MILWAUKIE

CLASSIFICATION: WEB SERVICES COORDINATOR

Department: City Manager's Office

FLSA Status: Nonexempt

Pay Grade: 60

Union Representation: AFSCME

CLASSIFICATION SUMMARY:

This part-time position is responsible for overseeing the development and maintenance of the city's public website including creating and managing website design and content, organization, quality assurance and usability. Implements and administers software packages for the city website and makes recommendations for web site development based on user needs. Works under the direct supervision of the Assistant City Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.)

1. Works with the Communication Program Manager and Assistant City Manager in design, development, implementation, and maintenance of the City's external web site.
2. Oversees the City's website architecture and provides first point of contact for technical support; escalates issues to web developer vendor.
3. Supports the Assistant City Manager with negotiations on vendor and third-party contracts for ongoing website development and maintenance.
4. Performs content management activities to generate new content and maintain existing content on the city's website.
5. Coordinates the efforts to connect members of the public to the City via web sites and other electronic media.
6. Leads website operational processes including analytics assessments, and user interface and architecture policy/procedure development and implementation.
7. Provides instruction and training on website content management system to department content managers to enable them to manage their departmental site(s).
8. Serves as the lead member of the city's web team.
9. Helps to administer the city's intranet site.
10. Supports Strategic Engagement Team functions such as but not limited to special city events.
11. Leads special projects on behalf of the Assistant City Manager.
12. Performs other duties as required.

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MINIMUM QUALIFICATIONS:

Knowledge of:

- Website content management systems
- Website application architecture
- Website form building and reporting

Skills and Abilities to:

- Prepare reports of a technical nature.
- Work independently, prioritizing multiple tasks to meet deadlines, maintaining accuracy and attention to detail.
- Resolve problems within parameters of assigned function.
- Work with customers, both internal and external.
- Work as a team member.
- Establish and maintain effective working relationships.
- Perform the essential functions of the job

Required Education, Training and Experience

(Any combination of education and experience that has provided the knowledge, skills and abilities to perform the essential duties of this position. Prior work experience and educational requirements listed are typical ways of obtaining the required qualifications. Other equivalent combinations of education, training and experience will be considered.)

- Bachelor's degree from an accredited four-year college or university with major coursework in web design, communications, or a related field.
- Two years of professional-level programmatic and/or special project experience related to organizational communications programs and web design.

SUPPLEMENTAL INFORMATION:

Supervision:

- This position does not provide supervision to any other staff.
- Operates under the general direction and supervision of the Assistant City Manager.

Working Conditions:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential job functions.)

- Work is performed in office setting.

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The job classification description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Classification History:

Adopted: 1/2019

Revised: 11/2021 (new format)

Revised: 12/2021